

SYSTEM AND METHOD FOR REMOTE SERVICING OF IN-FIELD PRODUCT

ABSTRACT

A system and method for remote servicing of an in-field product at a customer site. The remote servicing system includes a portable service interface, typically a laptop computer, which is utilized to connect a remote servicing on-line center with the in-field product, such as a medical image scanner. The portable service interface includes

5 software not resident with the in-field product to permit such servicing functions as diagnostic evaluations of the in-field product, as well as downloading configuration files, original source files, protocols and other software from the on-line center through the portable service interface at the customer site. The field engineer or other operator is able to provide service functions to in-field products that are not networked or are not readily

10 networked with the on-line center and that do not have the on-line center connecting software resident on the portable service interface.

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